# Role Description

## Job Title: Membership Advisor

## Reports to: Front of House Manager

**Background**

Uppingham School, founded in 1584, is one of Britain’s leading co-educational independent boarding schools. It is located in the small market town of Uppingham, amid the rolling fields of Rutland.

**The School**

Almost 800 pupils live on site 24/7 and are accommodated in 15 boarding houses, taught by two-dozen academic departments, and participate in numerous extra-curricular activities such as sports, music, and drama.

The School has over 600 full-time and part-time employees. The academic structure is supported by support departments responsible for buildings and grounds, maintenance, finance, catering and boarding house services, IT network, HR, health & safety, legal affairs, sports center, health care and the School’s trading subsidiary.

The School is situated on a 120-acre estate with over 75 buildings.

**The Sports Centre**

The Sports Centre is a dual use facility for both Uppingham School and the local community. As well as providing a first-class facility for the School’s pupils, the Centre has been designed to allow increased access by local residents, sports clubs and schools. It includes a sports hall, 25m swimming pool, gym, squash courts and dance studios.  The Centre also houses the School’s PE Department and includes a hospitality suite for match-day entertaining. In December 2021, the Centre’s fitness suite was refurbished and supplied with new state-of-the-art fitness equipment creating an enhanced 60 station gym.

After accommodating the educational and social demands of pupils, the School is eager to develop wider access to the Centre and to encourage participation by the local community in a range of sports and leisure activities organised and managed by the Centre staff. The Centre is managed by the School’s trading company on a commercial basis. Critical to the success of the Centre is a commercially targeted and client focused team. Staff will readily accept the responsibility of representing the School and enterprise company in the local community.

## Job purpose

To provide all visitors to Uppingham School Sports Centre with a friendly and positive experience through delivering effective customer service and promote the centre to interested groups to achieve membership targets. To manage the database and oversee the process from enquiries and applications through to membership status.

**Responsibilities**

* Efficient management of the reception areas including directing members and visitors to their destination and responding to enquiries in an efficient and effective manner, acknowledging the needs of the Centre and its customers.

**Customer Service**

* Greet all visitors to the Sports Centre (including pupils, staff and members of the public) in a warm and friendly manner
* Deal with all enquiries in a timely and efficient manner
* Have a thorough understanding of all activities, offers and programmes in the Sports Centre
* Identify visitor needs and assist the Sports Centre staff in meeting them
* Promote the Sports Centre at all times when dealing with visitors and potential members

**Sales/Memberships**

* Actively encourage and promote membership of the Sports Centre under the guidance of the Front of House Manager
* Selling, promoting, encouraging, and processing memberships
* Implement and oversee the retention of USSC members
* Manage the membership database systems and oversee annual renewals
* Ensure all membership information is maintained correctly both electronically and hard copy
* Ensure all monthly BACS run and associated duties are carried out on time and within schedule, this includes the task of contacting any late or non-payers and debt recovery
* Monitor all membership enquiries ensuring responses are given within the agreed timeframe
* Arrange and attend sales meetings

**Marketing**

* Ensure the entre have the relevant sales material

**Administration**

* Complete daily administrative duties
* Answer all incoming phone calls and record as necessary
* Assist in the organising and implementation of the Centre’s social events
* Process payments for membership
* Take messages, passing them on as appropriate
* Solicit customer feedback, monitor and compile reports
* Cover reception where necessary
* Maintain a tidy reception desk and presentation of reception area

Please note this job description outlines the main duties and responsibilities of the position and is designed for the benefit of both the post holder and Uppingham School Sports Centre in understanding the prime functions of the post.  It should not be regarded as exclusive nor exhaustive as there may be other duties and requirements associated with and covered by the post.

**Person Specification**

The selection of candidates for short-listing will be based on this specification and candidates should bear this in mind when preparing their application and completing the application form.

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| **ATTRIBUTES** | ESSENTIAL | DESIRABLE |
| QUALIFICATIONS |  | * Desirable first aid at work * Desirable recognised qualification in sales and marketing |
| SKILLS &  EXPERIENCE | * Knowledge and experience of working within a customer focused environment * Previous experience of working within a leisure environment or within a sales environment | * Desirable experience of developing and implementing membership sales retention strategies * Desirable experience or knowledge of Direct Debit processing and data protection |
| PERSONAL QUALITIES | * Organisation skills * Excellent Time keeping skills * Literate with IT * Excellent communication skills and an ability to deal with people at all levels * Demonstrable levels of literacy and numeracy |  |

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## Key relationships

**Sports Centre personnel**

**Sports Centre Manager**

**Operations Manager** Duty Managers, Leisure Assistants, Course Instructors, Swimming Co-ordinator, Swimming Teachers

**Fitness Manager** Fitness Instructors, Personal Trainers, Studio Co-Ordinator, Class Instructors

**Front of House Manager** Receptionists, Membership Advisor

## Terms and Conditions

**Working hours** 16 hours per week to include evenings and weekends

Mon 1600-2000

            Wed 1600-2000

Thu 1000-1400

         Fri 1000-1400

**Salary** £9,235.20

**Probation period** 6 months

## Benefits

**Holidays** The annual holiday entitlement is 28 working days. Bank/Public holidays when the Centre is open are normal working days. Payment for all Bank/Public holidays is included in the salary above.

**Pension scheme** Defined contribution scheme: employee contribution matched by

School by factor of two, up to 10% maximum (dependent on eligibility)

**Benefits** Free membership of dual-use Sports Centre (£25 annual joining fee)

Free staff lunches in term-time

Retail, gym, supermarket, cinema and restaurant discounts (via Sodexo platform)

Cycle to work scheme

Employee Assistance Programme which provides a range of support including counselling and legal advice.

Occupational Health Services to support staff who have health/medical issues

Free annual ‘flu jabs

Recognised as a “Disability Confident” employer

Recognised as a “Mindful” employer

Uppingham is a forward-thinking employer that values all staff and the contribution they make. We are forever reviewing our benefits in order to recognise and reward staff appropriately.

## Safeguarding

The post-holder’s responsibility for promoting and safeguarding the welfare of children and young persons for whom s/he is responsible, or with whom s/he comes into contact, will be to adhere to and ensure compliance with the School’s Safeguarding (Child Protection) Policy at all times. If in the course of carrying out the duties of the post the post-holder becomes aware of any actual or potential risks to the safety or welfare of children in the School s/he must report any concerns to the School’s Designated Safeguarding Lead or to the Headmaster.

## Note

This Role Definition is not an exhaustive list of what may be expected of you in the role. It is non-contractual and may be amended by the school from time to time.

**Applications**

Applicants should complete the School’s application form, which can be obtained from the website ([www.uppingham.co.uk](http://www.uppingham.co.uk)) and returned, when completed, to [hr@uppingham.co.uk](mailto:hr@uppingham.co.uk), 01572 822216.

The HR Department

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